Personnel Contact Information

Multiple search criteria allow any authorized user to find an NMCI colleague at any Help Desk or Network Operations Center (NOC) site, and search separately for base operations personnel. Up-to-date contact information is shown for Strike Force personnel across the organization.

Urgent Items Bulletin Board

Critical information on major events can be posted for any of the organizations and updated as conditions change. An alert is typically the first posting, and depending on the nature of the event, additional postings address updated conditions and publish known solutions.

Events Calendar

Advance notice of scheduled outages and other significant events can be shown in daily, weekly, or monthly views.

NMCI-ISF Processes

Common administrative and operational processes assist Help Desk, NOC, and Base Operations support staffs in their everyday tasks, such as handling calls, asset management, and emergency operations.

Technical References

Links are shown to documents that provide troubleshooting assistance for hardware, user administration, common desktop tools, and remote communications.

Help Desk Information

An easy-to-read index of links directs the Help Desk personnel to the most commonly needed information, including ticket coding, scheduling, references, and quality management.

NOC Information

NOC support personnel are located in three centers to manage the network infrastructure and implement process and information operations.

GNOC Information

A link is provided to this secure site.

Base Ops

A link is provided to a specialized site for support staff at enrolled bases.

Training

Staff can view available courses and enroll on-line.

Reporting

Enterprise reports reflect the most current ticket and call trends for each of the Help Desks. Ticket management reports, SLA status updates, and a service dashboard show performance details and service metrics.